



General Assembly

Substitute Bill No. 457

January Session, 2009

* _____SB00457TRA__041409_____*

AN ACT CONCERNING MOTOR VEHICLE REPAIRS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Subsection (a) of section 14-65f of the general statutes is
2 repealed and the following is substituted in lieu thereof (*Effective*
3 *October 1, 2009*):

4 (a) (1) Prior to performing any repair work on a motor vehicle, a
5 motor vehicle repair shop shall obtain a written authorization to
6 perform the work, on an invoice signed by the customer, [which] that
7 includes an estimate in writing of the maximum cost to the customer of
8 the parts and labor necessary for the specific job authorized. A repair
9 shop shall not charge for work done or parts supplied without a
10 written authorization or in excess of the estimate unless the customer
11 gives consent orally or in writing.

12 (2) In addition to, or as part of, the written authorization set forth in
13 subdivision (1) of this subsection, a motor vehicle repair shop shall
14 obtain a written acknowledgment that the customer is aware of his or
15 her right to choose the licensed repair shop where the motor vehicle
16 will be repaired. Such acknowledgment shall read as follows: "I am
17 aware of my right to choose the licensed repair shop where the
18 damage to the motor vehicle will be repaired." A repair shop shall not
19 repair a motor vehicle without such acknowledgment, which may be
20 transmitted by facsimile or by electronic mail.

21 Sec. 2. Section 38a-354 of the general statutes is repealed and the
 22 following is substituted in lieu thereof (*Effective October 1, 2009*):

23 (a) No automobile physical damage appraiser shall require that
 24 appraisals or repairs should or should not be made in a specified
 25 facility or repair shop or shops.

26 (b) No insurance company doing business in this state, or agent or
 27 adjuster for such company shall (1) require any insured to use a
 28 specific person for the provision of automobile physical damage
 29 repairs, automobile glass replacement, glass repair service or glass
 30 products, [unless otherwise agreed to in writing by the insured] or (2)
 31 suggest that choosing a facility other than a preferred repair facility
 32 will result in delays in repairing the motor vehicle or a lack of
 33 guarantee for repair work.

34 (c) Any appraisal or estimate for a motor vehicle physical damage
 35 claim written on behalf of an insurer shall include the following notice,
 36 printed in not less than ten-point boldface type:

37 NOTICE:

38 YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR
 39 SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL
 40 BE REPAIRED.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>October 1, 2009</i>	14-65f(a)
Sec. 2	<i>October 1, 2009</i>	38a-354

TRA Joint Favorable Subst.